



An Extended Guide · No. 1872

Robot Stuck, Lost or Offline? The Fix List

A calm, in-order walk-through
of the common hiccups

Tech Made Simple — Service Made Personal

BillsHomeTech.com · (330) 200-8042 · Atwater, Ohio

Free & printable — share it with someone who needs it



Book a visit —
billshometech.com/book

Don't worry — most of these are quick fixes

When a robot stops in the middle of the floor, blinks a light, or drops off the app, it feels like something's broken. Nearly always, it isn't. This guide is a calm, in-order walk-through of the common hiccups and the simple things that clear them.

I'm Bill, and I run Bill's Home Tech here in Portage County, Ohio. In 30+ years I've learned that a 'broken' robot is usually a tangled wheel, a hair-wrapped brush, or a Wi-Fi hiccup — all things you can fix at the kitchen table in a few minutes. Let's take them one at a time.

Keep this guide by the robot. The next time it stalls or sulks, work down the list in order and you'll very likely have it running again before you'd have finished looking up a repair shop.

★ Stuck on the app or Wi-Fi part?

The mechanical fixes are easy to do yourself. If it's the app or the Wi-Fi that won't cooperate, I can often sort that out with you remotely over a screen-share for just \$49 — no visit needed. Call or text (330) 200-8042.

The whole fix list, on one page

Nine times out of ten, the trouble is one of these — and each has a simple fix.

- ❑ Stuck or spinning? Flip it over and free the wheels of hair and debris.
- ❑ Weak or stalling? Cut the wrapped hair out of the brushes.
- ❑ Acting confused near stairs? Wipe the cliff and dust sensors with a dry cloth.
- ❑ Won't charge? Clean the dock contacts, give the dock clear space, and check its power.
- ❑ Offline in the app? It needs 2.4GHz Wi-Fi; re-connect in the app and reboot the router.
- ❑ Can't find its dock? Clear the path and the space around the dock, and send it home from a nearby spot.
- ❑ Dies quickly? The battery may be near the end of its life — those are replaceable.

✓ Work it in order

Start at the top and go down. Most problems are solved in the first two or three steps, and doing them in order keeps you from chasing the wrong thing.

A calm first look

Before you dig in, two quiet minutes of looking save a lot of guessing. A robot usually tells you what's wrong if you let it.

First, note any light or spoken message. Many robots flash a color or say a short phrase that points right at the trouble — a wheel, a brush, a sensor. If you kept the manual, a quick look tells you what that light means. If not, the app usually spells it out in plain words.

Second, have a few simple things to hand: a dry cloth, a pair of scissors or the little cleaning tool that came with the robot, and a flat, well-lit spot to turn it over. That's the whole toolkit for most of what follows.

✓ Snap a photo of the error

If the robot shows a light or a message you don't understand, take a photo of it and of the robot's underside. If you end up calling me, that picture often lets me tell you the fix on the spot.

Wheels: the number one cause of a stuck robot

If the robot is stranded mid-floor or spinning in place, start here. A wheel that can't turn is the most common reason of all.

Turn the robot over on a flat surface. You'll see two drive wheels and usually a small front roller or caster. Hair, carpet fuzz, string, and the odd bit of debris love to wind around the axles until a wheel can't turn freely. Spin each wheel with your finger — it should turn easily and press up and down.

Pick out any wrapped hair or threads with your fingers or snip them with scissors. Give the little front caster the same attention — it collects a surprising amount of grime. A cotton swab clears the socket it sits in.

✓ Test on the floor, not in the air

After you clear the wheels, set the robot down and start a short run. A wheel can spin fine in your hand but still slip on the floor if it's worn or dirty — the real test is whether it drives straight.

Brushes: cut out the wrapped hair

A robot that's lost its oomph, or that grinds and stalls, usually has a brush strangled with hair. This is a two-minute fix.

With the robot upside down, find the main brush — the long roller in the middle. Most pop out with a little latch or lift-up tab so you can clear them. Long hair winds tightly around the ends; slide a pair of scissors along the brush to cut it, then pull the hair free. Check the little end-caps too, where hair hides.

The side brush — the small spinning star near the edge — gets hair and fuzz wound around its base. Pop it off if it lifts, clear it, and make sure it spins freely. A bent side brush can be gently straightened or swapped for a cheap replacement.

! A choked brush looks like weak suction

Folks often think the robot has lost its suction when really the brush is so wound with hair it can't turn. Clear the brush before you worry about anything deeper — it fixes the 'weak' robot more often than not.

Sensors: a dry wipe works wonders

If the robot bumps into things, avoids a clear floor, backs away from stairs it never minded before, or acts generally confused, its sensors are probably just dusty.

Along the front and underside of the robot are small sensor windows. The downward-looking ones near the edge of the base are the cliff sensors — the eyes that stop it falling down stairs. When they get coated in dust, the robot can start seeing cliffs that aren't there, or missing ones that are. A gentle wipe with a dry, soft cloth clears them.

Do the same for the other sensor windows you can see — the front bumper sensors and any lens. Dry cloth only; no water, no spray, no cleaning fluid on the sensors. It's the lightest touch on the whole list and it fixes a surprising number of 'confused robot' calls.

! Dark or glossy edges can still fool cliff sensors

Even clean cliff sensors can misread a very dark or shiny stair edge, because they read the floor with light. If the robot backs away from one particular spot, a strip of light-colored tape there often settles it.

The dock: clear contacts, clear space, real power

If the robot won't charge, or starts its clean already low, the trouble is usually at the dock, not inside the robot.

Look at the metal charging contacts — the strips the robot touches when it parks. On both the dock and the robot, wipe them with a dry cloth to clear dust and film, so the connection is clean. A poor contact is the most common reason a robot sits on its dock but never charges.

Then check the dock has real power — the outlet is live and the cord is snug — and that it sits against a wall on hard floor with a bit of clear space on either side. A dock crammed into a corner or pushed around by the vacuum won't give the robot a steady spot to park.

✓ Leave the robot a launch pad

A foot or two of clear floor in front of the dock helps the robot line up and park cleanly every time. If it keeps nudging the dock out of place, the spot is too cramped — not the robot's fault.

When the robot can't find its way home

A robot that wanders, gives up, and dies on the floor instead of docking is a common and fixable complaint.

The robot finds the dock by seeing it from across the room, so the dock needs a clear line of sight and a tidy path home. A dock tucked behind a chair leg, under a table, or boxed in by clutter is hard for the robot to spot. Give it that clear space on either side and in front.

If the robot got turned around far from home, it may simply run low before it finds the dock. Carrying it to within sight of the dock and sending it home from the app or a button lets it re-learn the way. If it lost its whole map, re-running a mapping clean usually sorts it out.

✓ Don't move the dock around

A robot that maps your home remembers where the dock lives. Shuffling the dock to a new spot is the quickest way to leave it 'lost.' Pick a good permanent home for the dock and leave it there.

Offline in the app: the Wi-Fi fixes

If the app says the robot is offline, the robot is usually fine — it's the connection that's dropped. Here's the calm order to fix it.

The big one: most robots connect only to the 2.4GHz band of your Wi-Fi, not the faster 5GHz one. These are the two 'lanes' your router broadcasts. If your network hides both under one name, the robot can end up on the wrong lane and drop off. The robot also wants to sit within decent range of the router — thick walls and distance cut it off.

The reliable sequence: reboot the router (unplug thirty seconds, plug back in), then re-connect the robot in its app, choosing the 2.4GHz network when asked. If it still won't join, the app's 'reset Wi-Fi' or re-add-the-robot step gives it a clean start.

★ This is the part I fix remotely

Wi-Fi bands, router reboots, and re-adding a robot in the app are exactly what I can walk you through over a screen-share for \$49 — no one has to come to the house. Call or text (330) 200-8042 and we'll get it back online.

Two kinds of homes, two sets of needs

Most robot problems fall into one of two camps, and each is fixed a different way. Figuring out which camp you're in is half the battle.

A mechanical hiccup

The robot stalls, spins, grinds, backs away from the floor, or won't charge. These are hands-on fixes you can do yourself at the kitchen table in a few minutes.

- Free the wheels of wound hair and debris.
- Cut the hair out of the main and side brushes.
- Wipe the cliff and dust sensors with a dry cloth.
- Clean the dock contacts and give the dock clear space.

A connection or app problem

The robot runs fine but shows as offline, won't take a schedule, or dropped off the app. These are network fixes — and the ones I'm happiest to handle with you remotely.

- Make sure it's on the 2.4GHz Wi-Fi band, not 5GHz.
- Reboot the router, then re-connect the robot in the app.
- Move the dock within better range of the router if it's far.
- Re-add the robot in the app if it still won't join.

★ Not sure which it is?

Tell me what the robot is doing — stuck on the floor, or just gone from the app — and I'll point you to the fix. The app and Wi-Fi ones I can often clear remotely for \$49. Call (330) 200-8042.

When the battery won't hold a charge

If your robot used to clean the whole floor and now quits halfway, the battery may simply be wearing out — and that's normal.

A robot battery, like a phone's, holds a little less each year and after a few years of daily use may only manage a short run before it needs the dock. That's not a broken robot — it's an aging battery, and on most robots the battery is a replaceable part you can buy and swap.

Before you blame the battery, rule out the simple things: a hair-choked brush and dirty wheels make the robot work harder and drain faster, so clear those first. Also make sure it's truly charging — clean dock contacts, as we covered — so it starts each run full.

✓ Buy the battery while you can get it

If your robot's a few years old, it's worth checking that a genuine replacement battery is still sold for your model — and grabbing one while it is. Our yearly-cost guide covers where to buy genuine parts safely.

When it gets stuck in the same place every time

If the robot strands itself on the same rug corner, cord, or threshold run after run, the robot isn't the problem — the spot is.

Robots can climb a small lip but get beached on a tall threshold, and they'll chew a loose rug fringe or drag a cord until they're trapped. Walk the route and look for the snag: a curling rug corner, a phone charger on the floor, a thin mat that slides, or a chair leg cluster the robot wedges into.

The fix is usually to tidy the spot rather than the robot: flip the rug corner flat or add a gripper, lift cords off the floor, and clear the clutter. For a spot you can't change, draw a no-go zone around it in the app so the robot simply stays away.

✓ A ten-minute tidy prevents most stuck calls

Loose cords, rug corners, and clutter cause more stuck-robot trouble than any fault in the machine. A quick pick-up before each run keeps the robot out of trouble — our 'getting ready' guide walks through it.

The gentle reset — and when it helps

Sometimes a robot just gets muddled, the way any little computer can. A gentle restart clears the cobwebs without undoing your settings.

If the robot acts stuck in software — frozen, unresponsive, or repeating an error after you've cleared the obvious things — a simple power cycle often sets it right. Most robots restart by holding the main button for several seconds, or with a small power switch underneath. Letting it sit on the charger a while afterward lets it settle.

A restart like this is harmless — it doesn't erase your map or schedule. A full factory reset is a different, bigger step that wipes everything, and you rarely need it. Try the gentle restart first, and only reach for a factory reset if a fix guide for your model calls for it.

! Don't factory-reset in a panic

A factory reset erases your map, schedules, and no-go zones, so you start setup over from scratch. Save it for a real last resort — the gentle restart solves most software sulks without losing a thing.

Making sense of lights and messages

That blinking light or spoken phrase isn't scolding you — it's pointing at the fix. Here's how to read it calmly.

- **A wheel or 'drop' error** usually means a wheel is stuck or the robot thinks it's hanging over an edge — check wheels and cliff sensors.
- **A brush error** points at a jammed or hair-wound brush — clear the main and side brushes.
- **A 'cliff' or sensor error** means a dusty or fooled sensor — wipe them, or tape a dark edge.
- **A 'docking' or charging error** is about the contacts and the dock's power and space.
- **An 'offline' or Wi-Fi message** is the connection, not the robot — the 2.4GHz and router steps apply.

✓ The app usually translates

If a blinking light leaves you guessing, open the app — most now show the error in plain words and even a short how-to. Between the app and this list, you can place nearly any error.

Stopping the same trouble coming back

Fixing a problem once is good; keeping it from returning is better. A little routine does most of the work.

Most repeat trouble traces back to the same two things: hair and clutter. A regular quick check of the brushes and wheels keeps the mechanical errors from ever starting, and a habit of tidying cords and rug corners before a run keeps the robot from getting stuck. Neither takes more than a couple of minutes.

On the connection side, a robot that's drifted far from the router, or a network that keeps shuffling it between Wi-Fi lanes, will keep dropping off. Getting the dock within decent range and the robot pinned to the 2.4GHz band once usually ends the offline complaints for good.

✓ A weekly peek saves a monthly headache

A two-minute look at the brushes, wheels, and sensors each week catches the hair before it becomes a stall. Our yearly-cost guide turns this into a simple calendar you can follow.

The fix list, in order

Keep this by the robot. When it misbehaves, work down the list and stop as soon as it's running again.

- ☐ Note the light or message, and snap a photo of it.
- ☐ Turn it over; free the wheels and front caster of hair and debris.
- ☐ Pop out and clear the main brush and the side brush of wound hair.
- ☐ Wipe the cliff and dust sensors with a dry cloth — dry only.
- ☐ Clean the dock contacts; check the dock has power, a wall, and clear space.
- ☐ Offline? 2.4GHz band, reboot the router, re-connect in the app.
- ☐ Can't dock? Clear the path and send it home from within sight.
- ☐ Still stuck in software? Try a gentle restart, not a factory reset.

★ Stuck after all that?

If you've worked the list and the robot still won't behave, don't wrestle it alone. Call or text me at (330) 200-8042. App and Wi-Fi troubles I can often fix remotely for \$49; the rest I'm glad to sort on a visit.

Common mistakes when troubleshooting

A few understandable missteps turn a two-minute fix into an afternoon. Now you'll sidestep them.

- **Factory-resetting too soon** — wiping the map and schedule when a gentle restart would have done it.
- **Using water on the sensors** — a dry cloth only; moisture can harm the sensor windows.
- **Blaming the battery first** — when a hair-choked brush and dirty wheels are draining it.
- **Moving the dock around** — leaving a mapping robot unable to find its way home.
- **Forgetting the 2.4GHz band** — trying to connect a robot to the faster Wi-Fi lane it can't use.

! When to just stop and call

If the robot smells hot, the battery looks swollen, or anything is cracked or leaking, stop — don't keep running it. That's the one time the fix list ends and it's time to set the robot aside and ask for help.

A robot that stalls is not a robot that's broken

The most useful thing I can tell you is this: a stuck, lost, or offline robot is almost never a broken one.

These machines are built to stop safely when something's in the way — a stall is the robot protecting itself, not failing. The light it shows is a request for a small bit of help, not a death notice. Once you know the handful of things that go wrong, the mystery and the worry fall away.

Work the list in order, fix the one thing it needs, and it goes right back to quietly doing its job. There's no silly question here and no shame in getting stuck — everyone does, and most fixes are genuinely simple once someone shows you where to look.

✓ You've got this

Nearly every call I get about a 'dead' robot ends with it running again the same day, usually from the top of this list. Take it a step at a time — the odds are very much on your side.

Where to turn next

This guide is the emergency room; a couple of sibling guides keep the robot healthy so it visits less often.

If the trouble is always hair — a wound brush, a clogged filter, a fur-choked wheel — our pets guide and our yearly-cost guide between them cover the brushes, filters, and routine that keep a shedding home's robot running smoothly. Most repeat 'stuck' calls are really a maintenance question in disguise.

And if the robot keeps beaching on the same rug or cord, that's less a fault than a setup question — our 'getting ready' guide on clearing the floor before a run heads off most of it. A robot in a tidy room rarely gets stuck at all.

★ I keep robots running, not just rescue them

On a visit I'll not only clear whatever's wrong today but set the robot up so it stops happening — the right no-go zones, a clean routine, a solid Wi-Fi connection. Call or text (330) 200-8042.

Quick questions to place the problem

Answering these to yourself points you straight to the right part of the list.

Q: Is it stuck on the floor, or just gone from the app?

Stuck on the floor is a mechanical fix — wheels, brushes, sensors. Gone from the app is a connection fix — Wi-Fi band and router.

Q: Did it just start, or has it been building for a while?

A sudden stop is usually a fresh snag — hair or a stuck wheel. A slow decline in run time points at a tired battery or clogged brushes.

Q: Does it fail in the same spot every time?

Then it's the spot, not the robot — a rug corner, cord, or threshold. Tidy it or draw a no-go zone around it.

Q: Is there a light or message, and what does it say?

The light or the app message names the system at fault — wheel, brush, sensor, dock, or Wi-Fi — so you can jump right to that step.

✓ Answer these before you call anyone

Having these four answers ready — even just a photo of the error — often lets me solve the whole thing over the phone or a screen-share in a few minutes.

Common Questions

The robot-trouble questions I hear most, answered plainly.

Q: My robot keeps getting stuck — is it broken?

Almost certainly not. The usual culprits are a hair-wound wheel or brush, or a snag like a rug corner or cord. Flip it over, clear the wheels and brushes, and tidy the spot it keeps catching on.

Q: The app says my robot is offline. What do I do?

The robot is usually fine — it's the connection. Most robots use the 2.4GHz Wi-Fi band, so reboot your router, then re-connect the robot in the app and choose that network. This is the kind of thing I can fix with you remotely for \$49.

Q: Why won't it charge on the dock?

Wipe the metal contacts on both the robot and the dock with a dry cloth, make sure the dock's outlet is live and the cord is snug, and give the dock a bit of clear space against a wall. A dirty contact is the usual reason.

Q: It can't find its way back to the dock — why?

The dock needs a clear line of sight and a tidy path. Pull clutter away from around it, don't move the dock to new spots, and if the robot got lost, carry it within sight of the dock and send it home.

Q: It used to clean the whole house and now quits early. Bad battery?

Maybe — batteries wear out over a few years and are usually a replaceable part. But first clear the brushes and wheels, since a choked robot works harder and drains faster. Rule out the simple things before buying a battery.

★ Let's get it running today

Most robot troubles clear up the same day. Call or text me at (330) 200-8042 — app and Wi-Fi issues I can often fix remotely for \$49, and anything hands-on I'm glad to sort on a \$99 visit.

You don't have to do this alone

You just have to remember that a friendly, patient person is one call away.

I hope this guide made a stuck, lost or offline robot feel a little less daunting and a lot more doable. Keep it in a drawer with your other home papers, come back to a page whenever you need it, and don't worry about memorizing anything.

When you'd rather have a hand, that's exactly what I do. I come to your home, work at your pace, and never make you feel rushed or silly for asking. I'll help you choose the right machine, get it set up and mapped, connect it to your Wi-Fi and your phone, and show you how to run it. A first visit is a flat \$99, and for the parts that don't need me on-site — app settings, schedules, a quick question — I can often help right on your screen for \$49. Every visit comes with a 30-day, come-back-free guarantee. For anything that calls for a ladder, wiring, or digging, I'll help you line up a trustworthy local pro rather than risk it.

★ Bill's Home Tech — real help, close to home

Call or text me at (330) 200-8042, or visit BillsHomeTech.com. Serving Atwater and all of Portage County. 30+ years of patient, plain-English tech help — and if you're ever not 100% happy with a visit, I'll make it right or refund it. That's a promise. — Bill

What's It Doing? What to Check

Match the symptom to the fix

	Symptom	Where to look
Stuck mid-floor	Wheels: free	hair & debris
Weak or stalling	Brushes: cut	out wound hair
Acts confused	Sensors: dry-	wipe the windows
Won't charge	Dock: contacts,	power, space
Offline in app	Wi-Fi: 2.4GHz,	reboot router

Start at the symptom and the fix is one row away.

The Hands-On Fix, In Order

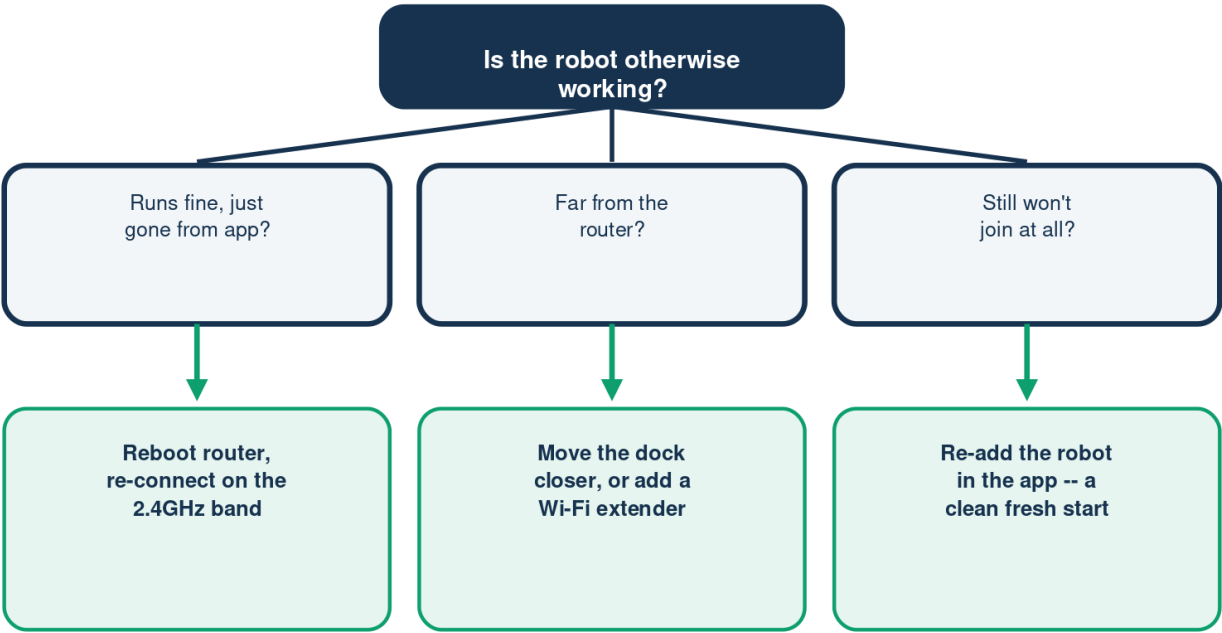
Flip it over and work top to bottom



Stop as soon as it runs again -- most fix in step one or two.

Robot Showing Offline?

Walk the connection back to life



App and Wi-Fi fixes Bill can walk you through remotely for \$49.

Illustration - a schematic, not to scale. Your setup may differ.

Fix It Yourself or Call?

Most of this you can do; some is worth a hand

	The trouble	Best move
Stuck or tangled	Do it yourself	-- two minutes
Won't charge	Do it yourself	-- clean contacts
Offline / app	Bill remote,	\$49 screen-share
Hot or swollen	Stop -- set it	aside, get help

Hands-on fixes are easy; app and Wi-Fi are what I fix remotely.



Need a Real Person?

You do not have to remember all of it.
You just have to remember you can call.
Friendly, in-home tech help -- I come to you.

BILL'S PROMISE

If you are not 100% happy with a visit, I will
make it right -- or refund it. No awkwardness,
no fine print. That is how I would want to be treated.

(330) 200-8042 · BillsHomeTech.com

Bill@BillsHomeTech.com · Mon–Sat 9:00 AM – 7:30 PM

— Bill

Prefer help without a visit?

Bill can screen-share and fix many things remotely — a flat \$49, free for Support Plan members.



A Note From Bill

A quick note from Bill.

I write these guides to make home tech a little less frustrating, and I do my best to keep every step accurate and up to date. Still, every home, device, and setup is a bit different, so I can't promise a guide will match yours exactly or fix your particular problem. These guides are for general information only — they're not professional, legal, or financial advice, and they don't replace your device's own manual or the manufacturer's instructions. Please go slow, use your own good judgment, and use everything here at your own risk. If a step involves electrical wiring, a gas appliance, a water heater, plumbing, or climbing a ladder — or if anything just doesn't feel safe — please stop and call a licensed professional (or give me a call at 330-200-8042). Bill's Home Tech and Bill Davis can't be responsible for any damage, data loss, or injury that comes from using these guides. Thanks for reading, and stay safe out there.

— *Bill*



Book a visit —
billshometech.com/book

Use of these guides is subject to our Terms of Use (billshometech.com/terms-of-use).

(330) 200-8042 · BillsHomeTech.com

Bill@BillsHomeTech.com · Mon–Sat 9:00 AM – 7:30 PM

For general information only — not professional advice. Use at your own risk. For electrical, gas, water, or ladder work, please call a licensed professional. — Bill's Home Tech